

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

Annual Compliance Report, 2019

Docket No. ACR2019

CHAIRMAN'S INFORMATION REQUEST NO. 1

(Issued January 9, 2020)

To clarify the basis of information provided by the Postal Service in its FY 2019 Annual Compliance Report (ACR), filed December 27, 2019,¹ the Postal Service is requested to provide written responses to the following questions. Answers should be provided to the individual questions as soon as they are developed, but no later than January 16, 2020.

Customer Access

1. The following concerns Self Service Kiosks (SSKs).²
 - a. Please provide the number of SSKs in operation as of the end of FY 2019. If this number differs from the Postal Service's CHIR response in Docket No. ACR2018,³ please explain why the number of SSKs in operation changed in FY 2019.
 - b. Please describe any formal plan(s) for the addition or removal of SSKs during FY 2020.

¹ United States Postal Service FY 2019 Annual Compliance Report, December 27, 2019 (FY 2019 ACR).

² SSKs were previously referred to as Automated Postal Centers (APCs).

³ Docket No. ACR2018, Responses of the United States Postal Service to Questions 1-15, 17-50 of Chairman's Information Request No. 1, January 11, 2019, question 6 (Docket No. ACR2018 Responses to CHIR No. 1).

2. In Docket No. ACR2018, the Postal Service filed a “Retail Revenue by Channel” table in response to a Chairman’s Information Request (CHIR).⁴ Please provide an updated table for FY 2019.
3. Please provide the proportion of collection boxes for which the last mail pickup time is:
 - a. Midnight to 11:59 a.m.;
 - b. Noon to 2:59 p.m.;
 - c. 3:00 to 4:59 p.m.;
 - d. 5:00 p.m. to 6:59 p.m.;
 - e. 7:00 p.m. to 11:59 p.m.; and
 - f. For each response in parts (a)-(e), please provide the proportions for Monday-Friday and Saturday-Sunday separately, if applicable.
4. Please provide a table detailing the following information regarding Village Post Offices (VPOs):
 - a. The number of VPOs in existence at the beginning of FY 2019;
 - b. The number of VPOs opened in FY 2019;
 - c. The number of VPOs closed in FY 2019;
 - d. The number of VPOs in existence at the end of FY 2019; and
 - e. If the Postal Service’s answer to part (a) is different from the Postal Service’s end of FY 2018 number of 629,⁵ please confirm the reason stems from the discrepancy discussed by the Postal Service in their FY

⁴ Docket No. ACR2018 Responses to CHIR No. 1, question 7.

⁵ Docket No. ACR2018 Responses to CHIR No. 1, question 9.

2018 ACR submission.⁶ If not confirmed, please reconcile any discrepancy.

5. Please provide a table detailing the following information regarding Community Post Offices (CPOs):
 - a. The number of CPOs in existence at the beginning of FY 2019;
 - b. The number of CPOs opened in FY 2019;
 - c. The number of CPOs closed in FY 2019;
 - d. The number of CPOs in existence at the end of FY 2019; and
 - e. If the Postal Service's answer to part (a) is different from the Postal Service's stated end of FY 2018 number of 452,⁷ please confirm the reason stems from the discrepancy discussed by the Postal Service in their FY 2018 ACR submission.⁸ If not confirmed, please reconcile any discrepancy.
6. Please provide a table detailing the following information regarding Contract Postal Units (CPUs):
 - a. The number of CPUs in existence at the beginning of FY 2019;
 - b. The number of CPUs opened in FY 2019;
 - c. The number of CPUs closed in FY 2019;
 - d. The number of CPUs in existence at the end of FY 2019;

⁶ Docket No. ACR2018, United States Postal Service FY 2018 Annual Compliance Report, at 60-61, December 28, 2018 (FY 2018 ACR).

⁷ Docket No. ACR2018 Responses to CHIR No. 1, question 10.

⁸ FY 2018 ACR at 60-61.

- e. If the Postal Service's answer to part (a) is different from the Postal Service's stated end of FY 2018 number of 2,143,⁹ please confirm the reason stems from the discrepancy discussed by the Postal Service in their FY 2018 ACR submission.¹⁰ If not confirmed, please reconcile any discrepancy.
7. The Commission has historically found differences between what was submitted in the Annual Report to Congress and what the Postal Service provided in responses to CHIRs.
- a. Acknowledging that numbers do change as more information becomes available and as discussed by the Postal Service in their FY 2018 ACR submission,¹¹ please fill in the table below in accordance with the Postal Service's records for FY 2017, FY 2018, and FY 2019.

Facility Type	FY 2017	FY 2018	FY 2019
Post Offices			
Classified Stations & Branches and Carrier Annexes			
Total Postal-Managed			
Contract Postal Units			
Village Post Offices			
Community Post Offices			
Total Non-Postal-Managed			
Total Retail Facilities			

⁹ Docket No. ACR2018 Responses to CHIR No. 1, question 11.

¹⁰ FY 2018 ACR at 60-61.

¹¹ *Id.*

- b. The numbers requested in part (a) for FY 2017 and FY 2018 were also reported in a CHIR response in Docket No. ACR2018¹² and this year's FY 2019 Annual Report to Congress¹³ and differ between the two sources. Please confirm which source contains the accurate numbers.

By the Chairman.

Robert G. Taub

¹² Docket No. ACR2018 Responses to CHIR No. 1, question 12.

¹³ Library Reference USPS-FY19-17, 2019 Annual Report and Comprehensive Statement of Postal Operations, December 27, 2019, at 14.